Change or Setup Forgotten Password Help:

If you forget your password, you can have a new password e-mailed to you. You have to enable this feature in the system by setting up a question and response, before you can use it. Follow these steps to setup forgotten password help.

1. Select PeopleTools > Maintain Security > Use **> My Profile**

2. **If your e-mail address does not appear in the e-mail address block or if it is not correct, you will need to enter a business e-mail address (using the self-service menus) before you can continue. Your business e-mail address is where the new password will be sent.**

   Follow these instructions to enter or correct your business e-mail address: Change E-Mail Address

3. Click Change or set up forgotten password help. The forgotten password set up page appears.

4. Either add your own question, or select a question from a predefined set of questions (Example: What is your SSN?).

5. Enter the appropriate response to the question you selected or created (Example: Your SSN).

6. Click **OK**

If you forget your password and need one emailed to you follow these steps:

1. Click on the "Forgot my password" link on the main CGHRMS sign in page.

2. Enter your User ID on the Forgot My Password page and click the **Continue** button.

3. Enter your answer to the validation question in the **Response** block and click the **Email New Password** button. Close Internet Explorer after clicking the button. You will receive a randomly generated password, via email (to the address shown in the User Information section Forgot My Password page), with in a few minutes.

   Note: Only click the **Email New Password** button once. The page will not change after clicking the button, so it may appear that nothing happened. Simply click the button and close the window, wait a few minutes (usually less than three minutes), then check your email to see if your new password has arrived.